

August 2, 2022

## **ADDENDUM 1**

To: All Prospective Offerors  
From: Scott Bachtell, Supervisor of Purchasing  
Reference: RFP 2023-05 System-Wide Copy/Print Hardware, Service, Software

### **Proposal Due Date & Time: August 10, 2022, by 11:00 AM EST**

This addendum is being issued to provide additions, corrections, clarifications and answers to certain questions raised referencing the original RFP packages and any resultant contracts for the above bid.

### **Questions:**

1. Question: Will all submitted questions and answers be available for review?

**Answer: These questions (and any others received) will be addressed in an Addendum that will be posted on the WCPS Purchasing website where you downloaded the RFP information.**

2. Question: Do each of the WCPS locations have delivery docks? If not, please advise which locations do or do not have delivery docks.

**Answer: See Table 1 at the end of this document.**

3. Question: Please clarify initial contract period. Confirm 24 months.

**Answer: The initial contract period is 5 years.**

4. Question: Please advise the RFID badge type that is used at WCPS.  
Manufacturer:  
Card model number:

**Answer: Manufacturer – HID  
Model – iClass Card  
P/N - 2000PGGMN  
Format – H10301**

5. Question: 10.13 A. Equipment Pickup and Disposal  
Please advise a list of device items

**Answer: This is unavailable as it is to be determined.**

6. Question: 12.0 Current Printer Fleet  
The list contains devices that were released in 1998 through 2020.  
Many of these devices should be retired as parts and OEM supplies are no longer available.  
They also present a potential security risk if they are on your network.  
Many of the lower end devices should just be pitched and not repaired if anything comes up with them.  
Is the Average monthly volume per device or per all devices with that make/model #?

**Answer: The average monthly volume is the total per make/model (not per device).**

7. Question: Is E-fax a generic term for your fax server? (or is it a service you pay for?) If it's a fax server, what brand is it?

**Answer: No, eFax is the brand of the cloud based faxing solution currently in use.**

8. Question: Would an E-fax connector be required for all 139 MFP's?

**Answer: No. If this option is implemented, it will be with a limited scope.**

9. Question: Does WPCS currently use Direct IP printing? If not, would they consider it as a measure to reduce Microsoft Print Server License and to automate the installation of print queues?

**Answer: Yes. However, WCPS does not want to use direct IP printing as the standard for managing printing due to the challenges with driver installation and permissions. The intent is to manage printing using Device Management and Usage Tracking software.**

10. Question: Will WCPS accept a cancel policy penalty for the Cancel of Convenience clause on Pg 12 #25?

**Answer: WCPS will consider a cancelation policy related to the lease of the hardware. Please use section 16.0 Information to propose any alternative.**

11. Question: Will WCPS have a Point of Contact to work with whom will review any network or user issues before submitting a service ticket for a device?

**Answer: WCPS has technical staff to assist with network issues, and the key operators will be provided with information about who to contact for which issues. WCPS will expect the awarded vendor to respond to all calls placed by the key operators. If the vendor thinks WCPS technical staff needs to be involved, then the vendor will need to contact WCPS technical staff rather than asking the key operator to do so.**

12. Question: Tru-Ray 100% Sulphite Acid Free Construction Media

- Please provide the grammage information on the media – i.e. 75 grams/m2.
- Are there any special coatings or chemicals resident on this media?
- How often is this media used for printing – daily/monthly volume?

**Answer: The manufacturer's description is as follows:**

***This top-quality 76 lb. paper is made from 100% vat dyed sulphite, the strongest fiber. The result is an acid-free paper tough enough to take scoring, folding and curling without cracking or tearing. ... Each heavyweight sheet is made from 50% recycled 10% post-consumer paper.***

**This media is not currently in use. Please indicate whether the machines you are proposing accept this type of paper.**

13. Question: PCL5e

Are there any printing applications that specifically require a PCL5e print driver or is the school system requiring PCL5e printing functionality?

- HP provides a PCL6 print driver and supports PCL5e features.
- HP has no PCL5e print driver

**Answer: PCL6 is acceptable.**

14. Question: Secure / Private / Confidential Printing

Please provide clarify on Confidential Printing and how it differs with Secure Printing and Private Printing.

**Answer: Multiple descriptions were provided for the same concept, which is the ability for a person's print job to wait in queue until that person is standing in front of the device and authorizes printing of the job.**

15. Question: Scan to File Folder

- Scan to a file or folder can be accomplished using the Scan to Network workflow.
- Please define additional scan workflow options for Scan to File Folder. Did you mean:
  - i. Scan to USB Thumb/Flash Drive?
  - ii. Scan to Job Storage?
  - iii. TWAIN Scanning?

**Answer: Scan to Network is sufficient.**

16. Question: Scan to Cloud Drive

- Please define the cloud drive. Are the cloud drives:
  - i. Google Drive?
  - ii. OneDrive?
  - iii. Dropbox?
- Is the use of a 'Cloud Service' application an acceptable scan workflow to cloud scan directly to these cloud drives?

**Answer: WCPS currently makes of both Google Drive and Microsoft OneDrive, so a solution that supports both systems is desired. The expectation is that the Device Management and Usage Tracking software will be used to manage scan to cloud drive. Please list the supported cloud drive applications as needed in section 16.0 Information.**

17. Question: NEMA ID

Please define and clarify the meaning of NEMA ID from Page 17

**Answer: NEMA is a standardized rating system used to communicate electrical requirements and plug configurations. Examples: 5-15, 5-20. If you do not know the NEMA ID, you can provide the electrical requirements as published by the manufacturer.**

18. Question: Optional Equipment

- PostScript Level 3 Print Driver
  - Is the requirement for 'True' Adobe Postscript Level 3?
  - Will Postscript Level 3 Emulation suffice?

**Answer: The requirement is for Adobe Postscript Level 3.**

19. Question:

- eFax Embedded Connector
  - Please provide the specific Fax application for the embedded eFax Connector – i.e. RightFax, Biscom, XMedius, eFax?
  - Is the use of a 'Fax Cloud Service' application an acceptable fax workflow rather than the use of an embedded analog Fax card?

**Answer: The fax application is eFax. If WCPS elects to add any embedded capability (to allow a user to fax while standing at the MFD), the expectation is that a connector for eFax would be utilized rather than an embedded analog fax card.**

20. Question: RFP, Page 11, Section 22, Multi-Year Contract: How will the district satisfy any remaining recurring costs related to lease payments?

**Answer: See answer to Question 10.**

21. Question: Attachment A, Page 37, Section 11.4.B – Data Request Fees: Would you accept 30 days in lieu of 10 days?

**Answer: Please answer the question as “No,” and use section 16.0 Information to propose the alternative.**

22. Question: Attachment A, Page 41, Section 12.G – If we are accepting printers on an “as-is” basis, will printers not working well, but not excluded, once the contract begins be subject to replacement if a remedy cannot be determined?

**Answer: Yes.**

23. Question: For the existing printer fleet. Will the successful bidder take over service for the devices or would you consider a plan to selectively replace and move forward with an updated fleet? If yes, what is the anticipated date?

**Answer: If WCPS elects to move forward with a contract on the printers, following award, the successful bidder will provide service for all brands that the vendor has indicated will be covered. See Attachment A, section 12.0. Replacement of printers is to be determined.**

24. Question: For the existing printer fleet, is it the desire of WCPS to have all (or as many as possible) covered under a managed contract for service and supplies?

**Answer: Yes.**

25. Question: Is there an example of what accessories are included at each segment?

**Answer: Please see Attachment A sections 2.0 – 4.2.**

26. Question: Can we use multiple vendors to fulfill the contract or is a single manufacturer preferred?

**Answer: WCPS prefers to work with a single vendor. Vendors can propose multiple manufacturer brand(s). Please see Attachment A, section 1.0 Instructions, for information on proposing multiple brands.**

27. Question: Is WCPS using any of the available “bubble-grading” options from any of the current vendors?

**Answer: No.**

Sincerely,

*Scott Bachtell*

Scott Bachtell  
Supervisor of Purchasing

cc: Joseph Allen, Executive Director of Technology

**Table 1**

<b>SCHOOL</b>	<b>ADDRESS</b>	<b>DOCK</b>
Antietam Academy	40 W. Oak Ridge Drive, Hagerstown, MD 21740	
Barbara Ingram	7 S. Potomac Street, Hagerstown, MD 21740	DOCK
Bester Elementary	385 Mill Street, Hagerstown, MD 21740	
Boonsboro Elementary	5 Campus Avenue, Boonsboro, MD 21713	
Boonsboro High	10 Campus Avenue, Boonsboro, MD 21713	
Boonsboro Middle	1 J-H Wade Drive, Boonsboro, MD 21713	DOCK
Cascade Elementary	14519 Pennersville Road, Cascade, MD 21719	
Claud E. Kitchens/Fairview	12808 Draper Road, Clear Spring, MD 21722	
Clear Spring Elementary	12627 Broadfording Road, Clear Spring, MD 21722	
Clear Spring High	12630 Broadfording Road, Clear Spring, MD 21722	DOCK
Clear Spring Middle	12628 Broadfording Road, Clear Spring, MD 21722	
E.R. Hicks Middle	1321 South Potomac Street, Hagerstown, MD 21740	
Eastern Elementary	1320 Yale Drive, Hagerstown, MD 21742	DOCK
Emma K. Doub Elementary	1221 South Potomac Street, Hagerstown, MD 21740	DOCK
Fountain Rock Elementary	17145 Lappans Road, Hagerstown, MD 21740	
Fountaindale Elementary	901 Northern Avenue, Hagerstown, MD 21742	
Funkstown Early Childhood	23 Funkstown Road, Hagerstown, MD 21740	DOCK
Greenbriar Elementary	21222 San Mar Road, Boonsboro, MD 21713	
Hancock Elementary	289 W. Main Street, Hancock, MD 21750	
Hancock Middle/Senior High	289 W. Main Street, Hancock, MD 21750	DOCK
Hickory Elementary	11101 Hickory School Road, Williamsport, MD 21795	
Jonathan Hager Elementary	12612 Sedgwick Way, Hagerstown, MD 21740	
Lincolnshire Elementary	7545 Lincolnshire Road, Hagerstown, MD 21740	
Marshall Street School	1350 Marshall Street, Hagerstown, MD 21740	
Maugansville Elementary	18023 Maugans Avenue, Hagerstown, MD 21740	
North Hagerstown High	1200 Pennsylvania Avenue, Hagerstown, MD 21742	DOCK
Northern Middle	70 Northern Avenue, Hagerstown, MD 21742	DOCK
Old Forge Elementary	21615 Old Forge Road, Hagerstown, MD 21740	DOCK
Pangborn Elementary	195 Pangborn Boulevard, Hagerstown, MD 21740	
Paramount Elementary	19410 Longmeadow Road, Hagerstown, MD 21742	DOCK
Pleasant Valley Elementary	1707 Rohrersville Road, Knoxville, MD 21758	
Potomac Heights Elementary	301 E. Magnolia Avenue, Hagerstown, MD 21742	
Rockland Woods Elementary	18201 Rockland Drive, Hagerstown, MD 21740	
Ruth Ann Monroe Primary	1311 Yale Drive, Hagerstown, MD 21740	
Salem Avenue Elementary	1323 Salem Avenue Ext., Hagerstown, MD 21740	
Sharpsburg Elementary	17525 Shepherdstown Pike, Sharpsburg, MD 21782	
Smithsburg Elementary	67 N. Main Street, Smithsburg, MD 21783	DOCK
Smithsburg High	66 N. Main Street, Smithsburg, MD 21783	
Smithsburg Middle	68 N. Main Street, Smithsburg, MD 21783	
South Hagerstown High	1101 South Potomac Street, Hagerstown, MD 21740	
Springfield Middle	334 Sunset Avenue, Williamsport, MD 21795	DOCK
Washington Co. Tech High	50 West Oak Ridge Drive, Hagerstown, MD 21740	
Western Heights Middle	1300 Marshall Street, Hagerstown, MD 21740	DOCK
Williamsport Elementary	1 South Clifton Drive, Williamsport, MD 21795	
Williamsport High	5 South Clifton Drive, Williamsport, MD 21795	DOCK
Center for Educational Services (CES)	10435 Downsville Pike, Hagerstown, MD 21740	DOCK
Transportation Department	820 Commonwealth Ave Hagerstown, MD 21740	
Public Service Academy	701 Frederick St, Hagerstown, MD 21740	

**This Addendum is four (5) pages (including Table 1).**